

HEAR & Now

A bi-weekly employee performance message for supervisors

Your road map to success



Getting Started

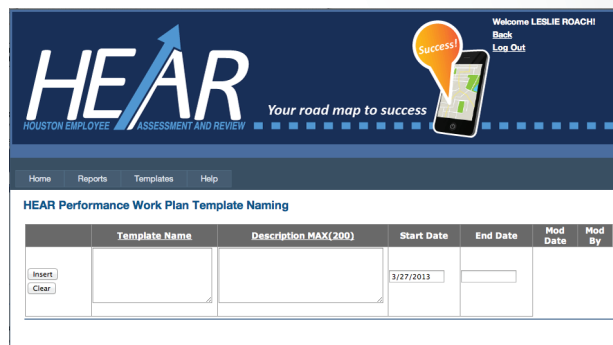
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HEAR interim application tips

Have you checked out the HEAR interim application at cohapp.cityofhouston.net/HEAR? If not, set aside some time to get familiar with it.

Here are some tips and resources to get you started on the path to a new way of doing employee reviews:

- **Get a jump start with the quick-start guide.** This easy reference takes you step-by-step to completing a work plan. You can find a copy in this issue of HEAR & Now, or at houstontx.gov/hr/hear, just click on the link under the "Supervisors and Managers" heading.
- **Sign up for web-based training.** All employees can register for this course through LMS to learn about how to navigate through the application and get the basics of how it works.
- **Try hands-on training.** Available to all supervisors and managers through a partnership with the Houston Public Library, there are more than 200 sessions available at libraries across Houston.



Are you experiencing a "System Encounters Unexpected Error" message?

- Please be sure not to exceed the character allocations in the Template Description or SMART Goal text boxes.
- If you are idle for more than 20 minutes or more, the application will log you out.
- If you are sharing a computer (kiosk), then you may encounter some issues if you don't restart your computer before accessing the HEAR Interim Application.
- If you are still having issues, contact the hear@houstontx.gov.

Timeline and Upcoming Events

March

Start to put 2013 work plans into interim application

April

Close out 2012 assessments

Conduct 2013 HEAR work plan conferences for non-supervisors

May

Close out 2012 assessments

Conduct 2013 HEAR work plan conferences for supervisors

June

Begin to monitor performance and document successes and opportunities for improvement

August

1st quarter work progress meeting for non-supervisors

September

1st quarter work progress meeting for supervisors



Don't let the clock run out!

Reminder: New HEAR work plans are due in April and May

Don't wait until the last minute—get started now on creating work plans.

And if you need help creating SMART goals, sign up for the web-based HEAR refresher course on the LMS at lms.coh.gov.



SUPERVISOR & MANAGER *HEAR* INTERIM APPLICATION QUICK GUIDE

LOGON & VERIFY EMPLOYEE INFORMATION

1	Logon	Access the HEAR Interim Application from the HEAR webpage on HR's website. Log into the application using your Employee Self Services (ESS) Employee ID and Password and review your employee information. If you notice any discrepancies, please contact your HR Client Relations representative. Employee data is imported into the HEAR Interim Application from SAP.
2	Forgot ESS Login Credentials	Click on the " Forget Password " link on the HEAR Interim Application to recover your password. If you change your password, this will also change your password for ESS. Please don't share your password with anyone.

CREATE AN EMPLOYEE HEAR PERFORMANCE WORK PLAN (PWP)

3	Create a Template	From the Home page, click on the Template menu and select Step 1 Create Template Name . Enter name, description, and end date.
4	Build Template Content	Click on the Template menu and select Step 2 Build Template Content . Select the appropriate priority from the Mayor's Priority drop-down box. Populate the Job Task and the task's SMART goal criteria . Be sure you populate a semicolon (;) after each factor so that it will put a line break between each factor on the employee's Performance Work Plan (PWP). Lastly, select the appropriate Behavioral Factor(s) (all employees) and Supervisor/Manager Factors (supervisors and managers only).
5	Assign Template to Employee(s)	From the Home page, click on the name of the " employee ," then click the Create New HEAR Plan button. Select the Template <u>you</u> built from the drop down box. Enter the review period start/end dates and electronically sign the plan by entering your Employee ID and Password. Finally, click the Save HEAR Plan button. (Action emails are sent to the Reviewing Authority (RA) and Employee (EE) for electronic signatures. Both the RA and EE will sign and save the PWP.)
6	Meet with Employee(s)	Schedule one-on-one meetings with your employees to discuss his/her HEAR PWPs. The meeting should last between 20 to 40 minutes.

PERFORMANCE COACHING & COUNSELING THROUGHOUT THE YEAR

7	Populate the Supervisor's Work Progress Meeting & Coaching Form	Use the Supervisor's Work Progress Meeting & Coaching Form to document your employee's strengths and weaknesses. Provide the employee and an opportunity to provide feedback and/or comments. Collect the employee signature, sign the form, provide a copy to the employee and retain the original for future reference. Meet with the employee at least twice during the assessment cycle to discuss performance and progress on job tasks, SMART goal(s) and behavioral factor(s) as well as career and professional development opportunities and other work related issues that may contribute to or detract from the employee's ability to meet or exceed your expectations.
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SUPERVISOR & MANAGER *HEAR* INTERIM APPLICATION QUICK GUIDE

COMPLETE FINAL HEAR ASSESSMENT

8	Assessing the Employee's Performance	Log into the HEAR Interim Application using your ESS Employee ID and Password and click on the name of your employee that you would like to assess. Using your work progress meeting notes, scroll down and select the appropriate rating for each SMART Goal, Behavioral Factors and/or Supervisor/Manager Factors. Sign and save the employee's final assessment. (Action emails are sent to the Reviewing Authority (RA) and Employee (EE) for electronic signatures. Both the RA and EE will sign and save the assessment.)
9	Meet with Employee(s)	Schedule one-on-one meetings with your employees to discuss his/her final HEAR assessments. The meeting should last between 20 to 40 minutes.
10	Finalize HEAR Assessment and Review	Submit the final HEAR Assessment and Review by logging into the HEAR Interim Application , clicking the employee's name who signed the final assessment (Status should read Complete) and scroll down and click the Submit Final button to lock the employee rating.

CREATE NEW HEAR WORK PLAN

